

PERSONNEL COMMITTEE

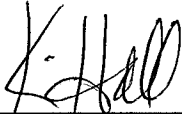
11-0418r

RESOLUTION APPROVING PROPOSED SPECIFICATIONS FOR THE CIVIL SERVICE CLASSIFICATION OF CREDIT AND COLLECTIONS ADMINISTRATOR, AND SPECIFYING CONTRACT BENEFITS FOR SAME.

CITY PROPOSAL:

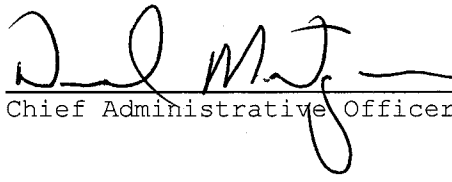
RESOLVED, that the proposed specifications for the new civil service classification of CREDIT AND COLLECTIONS ADMINISTRATOR, which were approved by the civil service board on 06/07/2011 and which are filed with the city clerk as Public Document No. _____, are approved; that said classification shall be subject to the city's collective bargaining agreement with its BASIC unit employees; and that pay range for said classification shall be Range 135. The proper city officials are authorized to execute and implement an agreement with the union to provide for employing one or more unit members consistent with the resolution.

Approved:



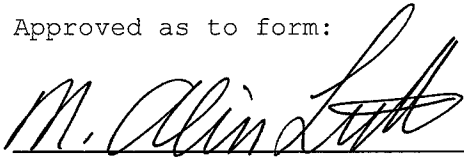
Department Director

Approved for presentation to council:



Chief Administrative Officer

Approved as to form:



Attorney

Approved:



Auditor

HR MS:jy 8/5/2011

STATEMENT OF PURPOSE: This new classification will maximize revenue by collecting outstanding receivables such as property damage claims, tax revenue, parking tickets, and administrative fines. The pay range negotiated for this classification is Range 135, \$4213 to \$4918 per month.

Credit and Collections Administrator

PURPOSE: This classification will manage the City's accounts receivable asset to maximize cash generation and minimize risk by managing the over-arching credit and collection operation process.

FUNCTIONAL AREAS:

1. Perform duties related to collecting outstanding receivables.
 - * A. Monitor and analyze outstanding accounts receivable balances.
 - * B. Collect property damage claims.
 - * C. Collect City tax revenue.
 - * D. Collect parking tickets and administrative fines.
 - * E. Collect miscellaneous and other receivables as needed.
2. Develop and maintain customer service practices and standards.
 - * A. Develop relationships and maintain contact with internal and external customers.
 - * B. Assist various business functions of the City in operating efficiently and minimizing A/R risk.
 - * C. Maintain positive relationships with all customers.
3. Develop, manage, and maintain standard collection processes and procedures.
 - * A. Develop or update City policies and procedures that will aid various City divisions or departments in collecting accounts receivables.
 - * B. Develop and maintain collection procedures for parking and administrative fine tickets.
 - * C. Prepare accounts for referral to collection agencies or collection attorneys.
 - * D. Maintain accurate and up to date computer files, confidential customer records and internal management reports.
 - * E. Ensure all necessary correspondence and documentation for A/R assets happens in accordance to policy and procedures and applicable regulatory requirements.
 - * F. Ensure legal documents are properly prepared and maintained.
 - * G. Create and manage payment plans, settlements, and other recovery efforts, including evaluating and negotiating terms with collection agencies and collection attorneys.
 - * H. Regularly review and recommend updates to applicable contracts to minimize risk to the City and negotiate commercial contracts.
 - * I. Notify City management when problems arise or potential problems occur that may affect collection activities and make recommendations to correct or avoid these problems.
 - * J. Prepare reports that define and evaluate accounts receivables and the potential for bad debt.
 - * K. Perform other credit and collections job duties as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- ❖ A. Bachelor's degree in Business Administration, or related field AND 5 years of commercial collections experience. OR
- ❖ B. Two-year degree in Business or related field AND 7 years of commercial collections experience.

Knowledge Requirements

- ❖ A. Knowledge of commercial collections processes.
- ❖ B. Knowledge of contract content, including terms and conditions, hold-harmless clauses, and indemnity clauses.
- ❖ C. Knowledge of applicable state and federal law regarding commercial collections.
- ❖ D. Knowledge of accounting principles.
- ❖ E. Knowledge of accounting practices in a government setting.
- ❖ F. Knowledge of data analysis techniques and processes.
- ❖ G. Knowledge of enterprise reporting systems.

Skill Requirements

- ❖ A. Personal computer and job-related software applications skills
- ❖ B. Skilled in MS office.
- ❖ C. Skills related to gathering, evaluating, and transmitting accounting, legal, and other related data.
- ❖ D. Effective written and oral communication skills.
- ❖ E. Effective verbal negotiation skills.

Ability Requirements

- ❖ A. Ability to respond to written and phone inquiries in a timely and accurate manner.
- ❖ B. Ability to read and negotiate commercial contracts.
- ❖ C. Ability to use sound judgment and make logical decisions.
- ❖ D. Ability to define and analyze problems based on the available information.
- ❖ E. Ability to interpret laws, ordinances, contracts, and policies and procedures and to explain them to others.
- ❖ F. Ability to maintain a professional demeanor at all times.
- ❖ G. Ability to complete work and to meet deadlines.
- ❖ H. Ability to maintain integrity at all times.
- ❖ I. Ability to work independently.
- ❖ J. Ability to operate computers and other office equipment.
- ❖ K. Ability to accurately and effectively exchange information with others.
- ❖ L. Ability to perform mathematical computations related to financial analysis and the collections process.

Physical Requirements

- ❖ A. Ability to sit for extended periods of time.
- ❖ B. Fine dexterity to operate computers and other office equipment.
- ❖ C. Visual acuity to read material and inspect documents for accuracy.
- ❖ D. Occasionally lift and carry office items weighing up to 20 pounds.
- ❖ E. Occasionally bend, stoop, and reach for supplies and files.
- ❖ K. Ability to attend work on a regular basis.

* Essential functions of the position

❖ Job requirements necessary the first day of employment

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| Anlst: | Class: | Union: | Pay: | CSB: |
| CC: | Res: | EEOC: | EEOF: | WC: |